

Bayou Health Operational Guide

Member Call Center Reporting

Bayou Health Plans must:

- Maintain a toll-free member service call center, physically located in the United States, with dedicated staff to respond to member questions including, but not limited to, such topics as:
 - Explanation of MCO policies and procedures;
 - Prior authorizations;
 - Access information;
 - Information on PCPs or specialists;
 - Referrals to participating specialists;
 - Resolution of service and/or medical delivery problems; and
 - Member grievances.

(See RFP 12.15)
- The toll-free number must be staffed between the hours of 7 a.m. and 7 p.m. Central Time, Monday through Friday, excluding state-declared holidays. (See RFP 12.15.2)
- The toll-free line shall have an automated system, available 24-hours a day, and seven-days a week. This automated system must include the capability of providing callers with operating instructions on what to do in case of an emergency and the option to talk directly to a nurse or other clinician or leave a message, including instructions on how to leave a message and when that message will be returned. The MCO must ensure that the voice mailbox has adequate capacity to receive all messages and that member services staff return all calls by close of business the following business day. (See RFP 12.15.3)
- The MCO shall have sufficient telephone lines to answer incoming calls. The MCO shall ensure sufficient staffing to meet performance standards listed in this RFP. DHH reserves the right to specify staffing ratio and/or other requirements, if performance standards are not met or it is determined that the call center staffing/processes are not sufficient to meet member needs as determined by DHH. (See RFP 12.15.4)
- The MCO must develop a contingency plan for hiring call center staff to address overflow calls and emails and to maintain call center access standards set forth for MCO performance. The MCO must develop and implement a plan to sustain call center performance levels in situations where there is high call/e-mail volume or low staff availability. Such situations may include, but are not limited to, increases in call volume, emergency situations (including natural disasters such as hurricanes), staff in training, staff illnesses and vacations. (See RFP 12.15.5)
- The MCO must develop telephone help line policies and procedures that address staffing, personnel, hours of operation, access and response standards, monitoring of calls via recording or other means, and compliance with standards and emergencies including but not limited to hurricane-related evacuations. The MCO shall submit these telephone help line policies and procedures, including performance standards, to DHH for written approval prior to implementation of any policies. This must include a capability to track and report information on each call. The MCO call center must

have the capability to produce an electronic record to document a synopsis of all calls. The tracking shall include sufficient information to meet the reporting requirements. (See RFP 12.15.6)

- The MCO shall develop call center quality criteria and protocols to measure and monitor the accuracy of responses and phone etiquette as it relates to the toll-free telephone line. The MCO shall submit call center quality criteria and protocols to DHH for review and approval annually. (See RFP 12.15.7)

Call Center Performance Standards (See RFP 12.16.14)

- Answer ninety-five (95) percent of calls within thirty (30) seconds or direct the call to an automatic call pickup system with IVR options. (See RFP 12.16.14.1; Addendum #3 Released 7.28.14)
- No more than one percent (1%) of incoming calls receive a busy signal. (See RFP 12.16.14.2)
- Maintain an average hold time of three (3) minutes or less. Hold time, or wait time, for the purposes of this RFP includes 1) the time a caller spends waiting for a customer service representative to assist them after the caller has navigated the IVR system and requested a live person; and 2) the measure of time when a customer service representative places a caller on hold. (See RFP 12.16.14.3)
- Maintain abandoned rate of calls of not more than five (5) percent. (See RFP 12.16.14.4)

Monthly Call Center Reporting

The monthly Call Center Report shall be submitted to DHH by the 15th of the month reflecting all activity from the first day through the last day of the previous month (Report Month). The complete submission consists of a Cover Letter and Report 107.

Member Call Center Report Cover Letter must include

A summary which states if all metrics were met as well as an explanation to justify metric results, if needed.

Name of person to contact for follow-up questions about the contents of the report and their contact information.

Fields to Be Displayed on Reports

- **Health Plan ID, Health Plan Name, Health Plan Contact:**

Provide the complete name, title, address, telephone number and email address of the individual designated by the Health Plan

- **Report period:**

First day of reporting month

Report period End Date:

Last day of reporting month

- **Performance Indicator Summary Definitions:**

Did performance indicators meet or exceed this month's requirements (Y/N):

of month's performance indicator not met this calendar year:

of days target not met this month: (FYI only):

- **Monthly Summary Definitions:**

Health Plan ID: Health Plan 7 digit Identification code

Reporting Period (yyyy,mm): Year and Month of current reporting month

Total Incoming Calls: Total number of incoming calls received

Average Hours of use per day: Total number of incoming calls received divided by number of days in the month.

% of Calls Answered: Total # of calls answered divided by total incoming received calls

% Answered within 30 seconds: Total # of calls answered within 30 divided by calls answered

% Choosing IVR Assistance: Total # of IVR assisted calls divided by total incoming calls

Choosing to Speak to live Person: Total number of callers that choose to speak directly to person

% Choosing to Speak to live Person: Total number of callers requesting live person divided by total of incoming calls

Person choosing to speak to a live person:

Average Hold Time: Hold time in minutes: seconds format

Average Call Length: Duration of call speaking with a person in minute: seconds format

% Calls Abandoned: Total number of calls abandoned divided by total incoming calls

- **Definitions:**

Abandoned: Calls terminated prior to speaking to live person

Call length: Duration of call time from connection of call to disconnection

Hold time: Duration of time caller held before connected to live person